

# Enterprise Incident Report July 2012

As of 8/1/2012

## Tax Commission

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Tax Commission	Application Services	Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	2 2	0 0	2 2
		Tony Larsen	0 0	1 0	0 0	1 0
		Tracy Goble	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	5 2	0 0	5 2
	Enterprise Security	Austin Farey	0 0	1 0	0 0	1 0
		Garry Gregson	0 0	1 0	0 0	1 0
		Sharon Smith	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	5 0	0 0	5 0
	Help Desk	Brenda Treadway	0 0	5 1	0 0	5 1
		Eileen Dubach	0 0	3 2	0 0	3 2

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## Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	9 3	0 0	9 3
	Metro B Desktop Support	Anthony Booyse	0 0	8 0	1 0	9 0
		Bill Crowther	0 0	1 0	0 0	1 0
		Jay Locker	0 0	2 0	0 0	2 0
		Jeff Curtis	0 0	1 0	0 0	1 0
		Peter Musser	0 0	5 0	0 0	5 0
		Sami Casey	0 0	3 0	0 0	3 0
		Sean Chadbourne	0 0	24 0	0 0	24 0
		Stephanie Young	0 0	6 0	0 0	6 0
		Tyler Pearce	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	54 0	1 0	55 0
	Metro B Help Desk	Gavin Barney	0 0	147 146	0 0	147 146
		Torri Randa	1 1	100 99	0 0	101 100

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## Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Metro B Help Desk	<b>Assigned to Individual Total</b>	1	247	0	248
			1	245	0	246
	Metro B Hosting	Cordell Measells	0	1	0	1
			0	0	0	0
		Cuyler Steiner	0	1	0	1
			0	0	0	0
		Justin Rasmussen	0	1	0	1
			0	0	0	0
		Ken Bolkcom	0	2	0	2
			0	0	0	0
		Paul Engbersen	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	6	0	6
			0	0	0	0
	Network Operations	Jeff Reed	0	3	0	3
			0	0	0	0
		Michael Ostrander	0	2	0	2
			0	0	0	0
	Rural Central Desktop Support	Robert Ryan	0	2	0	2
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	7	0	7
			0	0	0	0
	Rural North Desktop Support	Todd Hardy	0	1	0	1
			0	1	0	1
	Rural North Desktop Support	<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1
	Rural North Desktop Support	Ruston McKay	0	1	0	1
			0	1	0	1

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## Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Rural North Desktop Support	<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1
	Voice Operations	Gail Christiansen	0	2	0	2
			0	0	0	0
		Julie Sabato	0	8	1	9
			0	0	0	0
		Kelly Johnson	0	4	0	4
			0	0	0	0
		Leon Owen	0	2	0	2
			0	0	0	0
		Romanza Hamblin Sorensen	0	7	0	7
			0	5	0	5
		<b>Assigned to Individual Total</b>	0	23	1	24
			0	5	0	5
	Voice/Data/WAN Services	Craig Thompson	0	1	0	1
			0	0	0	0
		Mark Thomas	0	4	0	4
			0	0	0	0
		Mike Johnson	0	5	0	5
			0	0	0	0
		Mitch Hood	0	1	0	1
			0	0	0	0
		Spencer Blodgett	0	1	0	1
			0	0	0	0
		T Artis	0	16	0	16
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	28	0	28
			0	0	0	0

# Enterprise Incident Report July 2012

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## Tax Commission

		High	Low	Medium	FCR Total
Tax Commission	Assigned Group Total	1	386	2	389
		1	257	0	258
Customer Company Total		1	386	2	389
		1	257	0	258

# Enterprise Incident Report July 2012

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## Tax Commission

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Tax Commission	Application Services	Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Tracy Goble	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	5 1	0 0	5 1
	Enterprise Security	Austin Farey	0 0	1 0	0 0	1 0
		Garry Gregson	0 0	1 0	0 0	1 0
		Sharon Smith	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	5 0	0 0	5 0
	Help Desk	Brenda Treadway	0 0	5 0	0 0	5 0
		Eileen Dubach	0 0	3 0	0 0	3 0

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## Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	9 0	0 0	9 0
	Metro B Desktop Support	Anthony Booyse	0 0	8 0	1 0	9 0
		Bill Crowther	0 0	1 0	0 0	1 0
		Jay Locker	0 0	2 0	0 0	2 0
		Jeff Curtis	0 0	1 0	0 0	1 0
		Peter Musser	0 0	5 0	0 0	5 0
		Sami Casey	0 0	3 0	0 0	3 0
		Sean Chadbourne	0 0	24 0	0 0	24 0
		Stephanie Young	0 0	6 0	0 0	6 0
		Tyler Pearce	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	54 0	1 0	55 0
	Metro B Help Desk	Gavin Barney	0 0	147 0	0 0	147 0
		Torri Randa	1 0	100 0	0 0	101 0

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## Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Metro B Help Desk	<b>Assigned to Individual Total</b>	1	247	0	248
			0	0	0	0
	Metro B Hosting	Cordell Measells	0	1	0	1
			0	0	0	0
		Cuyler Steiner	0	1	0	1
			0	0	0	0
		Justin Rasmussen	0	1	0	1
			0	0	0	0
		Ken Bolkcom	0	2	0	2
			0	0	0	0
		Paul Engberson	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	6	0	6
			0	0	0	0
	Network Operations	Jeff Reed	0	3	0	3
			0	1	0	1
		Michael Ostrander	0	2	0	2
			0	1	0	1
	Rural Central Desktop Support	Robert Ryan	0	2	0	2
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	7	0	7
			0	2	0	2
	Rural North Desktop Support	Todd Hardy	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1
	Rural North Desktop Support	Ruston McKay	0	1	0	1
			0	0	0	0



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## Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Rural North Desktop Support	<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Voice Operations	Gail Christiansen	0	2	0	2
			0	0	0	0
		Julie Sabato	0	8	1	9
			0	0	0	0
		Kelly Johnson	0	4	0	4
			0	0	0	0
		Leon Owen	0	2	0	2
			0	0	0	0
		Romanza Hamblin Sorensen	0	7	0	7
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	23	1	24
			0	0	0	0
	Voice/Data/WAN Services	Craig Thompson	0	1	0	1
			0	1	0	1
		Mark Thomas	0	4	0	4
			0	0	0	0
		Mike Johnson	0	5	0	5
			0	0	0	0
		Mitch Hood	0	1	0	1
			0	1	0	1
		Spencer Blodgett	0	1	0	1
			0	0	0	0
		T Artis	0	16	0	16
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	28	0	28
			0	3	0	3

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### Tax Commission

		High	Low	Medium	MIR Total
Tax Commission	Assigned Group Total	1 0	386 7	2 0	389 7
Customer Company Total		1 0	386 7	2 0	389 7

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## Tax Commission

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Tax Commission	Application Services	Dustin Crump	0 0.00	1 0.08	0 0.00	1 0.08
		Martin Gonzalez	0 0.00	2 0.38	0 0.00	2 0.38
		Tony Larsen	0 0.00	1 0.13	0 0.00	1 0.13
		Tracy Goble	0 0.00	1 32.02	0 0.00	1 32.02
		<b>Assigned to Individual Total</b>	0 0.00	5 6.60	0 0.00	5 6.60
	Enterprise Security	Austin Farey	0 0.00	1 0.00	0 0.00	1 0.00
		Garry Gregson	0 0.00	1 0.26	0 0.00	1 0.26
		Sharon Smith	0 0.00	3 0.13	0 0.00	3 0.13
		<b>Assigned to Individual Total</b>	0 0.00	5 0.13	0 0.00	5 0.13
	Help Desk	Brenda Treadway	0 0.00	5 0.03	0 0.00	5 0.03
		Eileen Dubach	0 0.00	3 0.00	0 0.00	3 0.00

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## Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Help Desk	James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	9 0.02	0 0.00	9 0.02
	Metro B Desktop Support	Anthony Booyse	0 0.00	8 0.14	1 0.00	9 0.12
		Bill Crowther	0 0.00	1 0.17	0 0.00	1 0.17
		Jay Locker	0 0.00	2 0.21	0 0.00	2 0.21
		Jeff Curtis	0 0.00	1 0.08	0 0.00	1 0.08
		Peter Musser	0 0.00	5 0.26	0 0.00	5 0.26
		Sami Casey	0 0.00	3 0.24	0 0.00	3 0.24
		Sean Chadbourne	0 0.00	24 0.13	0 0.00	24 0.13
		Stephanie Young	0 0.00	6 0.11	0 0.00	6 0.11
		Tyler Pearce	0 0.00	4 0.12	0 0.00	4 0.12
		<b>Assigned to Individual Total</b>	0 0.00	54 0.15	1 0.00	55 0.15
	Metro B Help Desk	Gavin Barney	0 0.00	147 0.00	0 0.00	147 0.00
		Torri Randa	1 0.00	100 0.00	0 0.00	101 0.00

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## Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Metro B Help Desk	<b>Assigned to Individual Total</b>	1 0.00	247 0.00	0 0.00	248 0.00
	Metro B Hosting	Cordell Measells	0 0.00	1 0.23	0 0.00	1 0.23
		Cuyler Steiner	0 0.00	1 0.15	0 0.00	1 0.15
		Justin Rasmussen	0 0.00	1 0.63	0 0.00	1 0.63
		Ken Bolkcom	0 0.00	2 0.19	0 0.00	2 0.19
		Paul Engberson	0 0.00	1 0.69	0 0.00	1 0.69
		<b>Assigned to Individual Total</b>	0 0.00	6 0.35	0 0.00	6 0.35
	Network Operations	Jeff Reed	0 0.00	3 0.51	0 0.00	3 0.51
		Michael Ostrander	0 0.00	2 0.66	0 0.00	2 0.66
		Robert Ryan	0 0.00	2 0.29	0 0.00	2 0.29
		<b>Assigned to Individual Total</b>	0 0.00	7 0.49	0 0.00	7 0.49
	Rural Central Desktop Support	Todd Hardy	0 0.00	1 2.03	0 0.00	1 2.03
		<b>Assigned to Individual Total</b>	0 0.00	1 2.03	0 0.00	1 2.03
	Rural North Desktop Support	Ruston McKay	0 0.00	1 0.27	0 0.00	1 0.27

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## Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Rural North Desktop Support	Assigned to Individual Total	0 0.00	1 0.27	0 0.00	1 0.27
	Voice Operations	Gail Christiansen	0 0.00	2 0.03	0 0.00	2 0.03
		Julie Sabato	0 0.00	8 0.20	1 0.00	9 0.17
		Kelly Johnson	0 0.00	4 0.31	0 0.00	4 0.31
		Leon Owen	0 0.00	2 0.52	0 0.00	2 0.52
		Romanza Hamblin Sorensen	0 0.00	7 0.16	0 0.00	7 0.16
		Assigned to Individual Total	0 0.00	23 0.22	1 0.00	24 0.21
	Voice/Data/WAN Services	Craig Thompson	0 0.00	1 1.18	0 0.00	1 1.18
		Mark Thomas	0 0.00	4 0.26	0 0.00	4 0.26
		Mike Johnson	0 0.00	5 0.21	0 0.00	5 0.21
		Mitch Hood	0 0.00	1 6.87	0 0.00	1 6.87
		Spencer Blodgett	0 0.00	1 0.24	0 0.00	1 0.24
		T Artis	0 0.00	16 0.31	0 0.00	16 0.31
		Assigned to Individual Total	0 0.00	28 0.55	0 0.00	28 0.55

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**Tax Commission**

		High	Low	Medium	ATTIR Total
Tax Commission	Assigned Group Total	1 0.00	386 0.18	2 0.00	389 0.18
Customer Company Total		1 0.00	386 0.18	2 0.00	389 0.18

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## Tax Commission

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Tax Commission	Application Services	Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Tracy Goble	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	5 1	0 0	5 1
	Enterprise Security	Austin Farey	0 0	1 0	0 0	1 0
		Garry Gregson	0 0	1 0	0 0	1 0
		Sharon Smith	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	5 0	0 0	5 0
	Help Desk	Brenda Treadway	0 0	5 0	0 0	5 0
		Eileen Dubach	0 0	3 0	0 0	3 0



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## Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	9 0	0 0	9 0
	Metro B Desktop Support	Anthony Booyse	0 0	8 0	1 0	9 0
		Bill Crowther	0 0	1 0	0 0	1 0
		Jay Locker	0 0	2 0	0 0	2 0
		Jeff Curtis	0 0	1 0	0 0	1 0
		Peter Musser	0 0	5 0	0 0	5 0
		Sami Casey	0 0	3 0	0 0	3 0
		Sean Chadbourne	0 0	24 0	0 0	24 0
		Stephanie Young	0 0	6 0	0 0	6 0
		Tyler Pearce	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	54 0	1 0	55 0
	Metro B Help Desk	Gavin Barney	0 0	147 0	0 0	147 0
		Torri Randa	1 0	100 0	0 0	101 0

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## Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Metro B Help Desk	Assigned to Individual Total	1 0	247 0	0 0	248 0
	Metro B Hosting	Cordell Measells	0 0	1 0	0 0	1 0
		Cuyler Steiner	0 0	1 0	0 0	1 0
		Justin Rasmussen	0 0	1 0	0 0	1 0
		Ken Bolkcom	0 0	2 0	0 0	2 0
		Paul Engberson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Network Operations	Jeff Reed	0 0	3 0	0 0	3 0
		Michael Ostrander	0 0	2 0	0 0	2 0
		Robert Ryan	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Rural Central Desktop Support	Todd Hardy	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural North Desktop Support	Ruston McKay	0 0	1 0	0 0	1 0

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## Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Rural North Desktop Support	<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Voice Operations	Gail Christiansen	0	2	0	2
			0	0	0	0
		Julie Sabato	0	8	1	9
			0	0	0	0
		Kelly Johnson	0	4	0	4
			0	0	0	0
		Leon Owen	0	2	0	2
			0	0	0	0
		Romanza Hamblin Sorensen	0	7	0	7
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	23	1	24
			0	0	0	0
	Voice/Data/WAN Services	Craig Thompson	0	1	0	1
			0	0	0	0
		Mark Thomas	0	4	0	4
			0	0	0	0
		Mike Johnson	0	5	0	5
			0	0	0	0
		Mitch Hood	0	1	0	1
			0	1	0	1
		Spencer Blodgett	0	1	0	1
			0	0	0	0
		T Artis	0	16	0	16
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	28	0	28
			0	1	0	1

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### Tax Commission

		High	Low	Medium	MR Total
Tax Commission	Assigned Group Total	1 0	386 2	2 0	389 2
Customer Company Total		1 0	386 2	2 0	389 2

# Enterprise Incident Report July 2012

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## Tax Commission

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Tax Commission	Application Services	Dustin Crump	0 0.00	1 0.23	0 0.00	1 0.23
		Martin Gonzalez	0 0.00	2 0.67	0 0.00	2 0.67
		Tony Larsen	0 0.00	1 1.79	0 0.00	1 1.79
		Tracy Goble	0 0.00	1 56.57	0 0.00	1 56.57
		<b>Assigned to Individual Total</b>	0 0.00	5 11.99	0 0.00	5 11.99
	Enterprise Security	Austin Farey	0 0.00	1 3.96	0 0.00	1 3.96
		Garry Gregson	0 0.00	1 0.42	0 0.00	1 0.42
		Sharon Smith	0 0.00	3 0.35	0 0.00	3 0.35
		<b>Assigned to Individual Total</b>	0 0.00	5 1.09	0 0.00	5 1.09
	Help Desk	Brenda Treadway	0 0.00	5 0.18	0 0.00	5 0.18
		Eileen Dubach	0 0.00	3 0.00	0 0.00	3 0.00

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## Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Help Desk	James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	9 0.04	0 0.00	9 0.04
	Metro B Desktop Support	Anthony Booyse	0 0.00	8 1.62	1 1.34	9 1.59
		Bill Crowther	0 0.00	1 0.18	0 0.00	1 0.18
		Jay Locker	0 0.00	2 2.84	0 0.00	2 2.84
		Jeff Curtis	0 0.00	1 0.54	0 0.00	1 0.54
		Peter Musser	0 0.00	5 0.80	0 0.00	5 0.80
		Sami Casey	0 0.00	3 2.01	0 0.00	3 2.01
		Sean Chadbourne	0 0.00	24 0.57	0 0.00	24 0.57
		Stephanie Young	0 0.00	6 1.36	0 0.00	6 1.36
		Tyler Pearce	0 0.00	4 0.13	0 0.00	4 0.13
		<b>Assigned to Individual Total</b>	0 0.00	54 0.96	1 1.34	55 0.96
	Metro B Help Desk	Gavin Barney	0 0.00	147 0.00	0 0.00	147 0.00
		Torri Randa	1 0.00	100 0.00	0 0.00	101 0.00

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## Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Metro B Help Desk	<b>Assigned to Individual Total</b>	1 0.00	247 0.00	0 0.00	248 0.00
	Metro B Hosting	Cordell Measells	0 0.00	1 0.23	0 0.00	1 0.23
		Cuyler Steiner	0 0.00	1 0.15	0 0.00	1 0.15
		Justin Rasmussen	0 0.00	1 0.63	0 0.00	1 0.63
		Ken Bolkcom	0 0.00	2 1.59	0 0.00	2 1.59
		Paul Engbersen	0 0.00	1 0.69	0 0.00	1 0.69
		<b>Assigned to Individual Total</b>	0 0.00	6 0.81	0 0.00	6 0.81
	Network Operations	Jeff Reed	0 0.00	3 0.55	0 0.00	3 0.55
		Michael Ostrander	0 0.00	2 0.66	0 0.00	2 0.66
		Robert Ryan	0 0.00	2 0.29	0 0.00	2 0.29
		<b>Assigned to Individual Total</b>	0 0.00	7 0.51	0 0.00	7 0.51
	Rural Central Desktop Support	Todd Hardy	0 0.00	1 2.03	0 0.00	1 2.03
		<b>Assigned to Individual Total</b>	0 0.00	1 2.03	0 0.00	1 2.03
	Rural North Desktop Support	Ruston McKay	0 0.00	1 0.27	0 0.00	1 0.27

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## Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Rural North Desktop Support	<b>Assigned to Individual Total</b>	0 0.00	1 0.27	0 0.00	1 0.27
	Voice Operations	Gail Christiansen	0 0.00	2 0.09	0 0.00	2 0.09
		Julie Sabato	0 0.00	8 0.26	1 0.00	9 0.24
		Kelly Johnson	0 0.00	4 0.37	0 0.00	4 0.37
		Leon Owen	0 0.00	2 1.23	0 0.00	2 1.23
		Romanza Hamblin Sorensen	0 0.00	7 0.54	0 0.00	7 0.54
		<b>Assigned to Individual Total</b>	0 0.00	23 0.44	1 0.00	24 0.42
	Voice/Data/WAN Services	Craig Thompson	0 0.00	1 1.18	0 0.00	1 1.18
		Mark Thomas	0 0.00	4 0.75	0 0.00	4 0.75
		Mike Johnson	0 0.00	5 0.56	0 0.00	5 0.56
		Mitch Hood	0 0.00	1 10.11	0 0.00	1 10.11
		Spencer Blodgett	0 0.00	1 0.56	0 0.00	1 0.56
		T Artis	0 0.00	16 0.75	0 0.00	16 0.75
		<b>Assigned to Individual Total</b>	0 0.00	28 1.06	0 0.00	28 1.06



# Enterprise Incident Report July 2012

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**Tax Commission**

		High	Low	Medium	ATTR Total
Tax Commission	Assigned Group Total	1 0.00	386 0.44	2 0.67	389 0.44
Customer Company Total		1 0.00	386 0.44	2 0.67	389 0.44

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## Tax Commission

### Detail

<b>INC000000516577</b>	Michele Espina	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: Yes	32.02
	Application Services	Tracy Goble	Tax Commission	Low Closed	TTR Missed: Yes	56.57
<b>INC000000517802</b>	Randy Farnsworth	Server	Performance	None	TIR Missed: No	0.23
	Metro B Hosting	Cordell Measells	Tax Commission	Low Closed	TTR Missed: No	0.23
<b>INC000000536830</b>	Jeanette Sever	PC/Laptop	Error	PGP	TIR Missed: No	0.13
	Application Services	Tony Larsen	Tax Commission	Low Closed	TTR Missed: No	1.79
<b>INC000000538470</b>	Connie Bean	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.10
	Metro B Desktop Support	Peter Musser	Tax Commission	Low Closed	TTR Missed: No	0.10
<b>INC000000541394</b>	Jane Otis	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.08
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low Closed	TTR Missed: No	3.55
<b>INC000000541838</b>	Jim Clayton	Telecom	Voice Mail	None	TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Tax Commission	Medium Closed	TTR Missed: No	0.00
<b>INC000000541841</b>	Pauline Fisher	Telecom	Voice Mail	Telephone	TIR Missed: No	0.03
	Voice Operations	Julie Sabato	Tax Commission	Low Closed	TTR Missed: No	0.03
<b>INC000000541854</b>	Brandon Barlow	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000541857</b>	Curtis Stoddard	Telecom	Voice Mail	Telephone	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Tax Commission	Low Closed	TTR Missed: No	
<b>INC000000541866</b>	Jim Thompson	Telecom	Voice Mail	Telephone	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Tax Commission	Low Closed	TTR Missed: No	
<b>INC000000541879</b>	Matthew Duke	Telecom	Voice Mail	None	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Tax Commission	Low Closed	TTR Missed: No	
<b>INC000000541887</b>	Lynn Lassen	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000541913</b>	MV Coalville	Network	Performance	None	TIR Missed: Yes	1.23
	Network Operations	Jeff Reed	Tax Commission	Low Closed	TTR Missed: No	1.23
<b>INC000000541923</b>	Doral Vance	Telecom	IP	Telephone	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Tax Commission	Low Closed	TTR Missed: No	
<b>INC000000541925</b>	Lee Hill	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000541929</b>	MV Ogden	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000542203</b>	Brian Brand	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000542205</b>	Julia Warga	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000542275</b>	Brandon Barlow	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000542318</b>	Randy Kelly	PC/Laptop	Error	None		TIR Missed: Yes	6.87
	Voice/Data/WAN Services	Mitch Hood	Tax Commission	Low	Closed	TTR Missed: Yes	10.11
<b>INC000000542357</b>	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000542406</b>	Kyle Boyer	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000542420</b>	MV Price	PC/Laptop	Error	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000542521</b>	Lonnie Holt	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Metro B Desktop Support	Jeff Curtis	Tax Commission	Low	Closed	TTR Missed: No	0.54
<b>INC000000542576</b>	Felicia Sandoval	None	None	None		TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000542591</b>	Allied Bates	Telecom	Feature	None		TIR Missed: No	0.00
	Voice Operations	Kelly Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000542633</b>	Dennis Mitchell	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000542694</b>	Ryan Brown	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000542700</b>	Shandra Winters	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000542706</b>	Jill Guevara	Telecom	None	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Closed	TTR Missed: No	0.23
<b>INC000000542754</b>	Cristy Egbert	PC/Laptop	Error	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000542758</b>	Melissa Richins	Server	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000542762</b>	Elsye Pesantes	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000542765</b>	MV St George Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000542834</b>	Delores Bair Metro B Help Desk	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000542861</b>	MV St George Network Operations	Network Robert Ryan	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.40 0.40
<b>INC000000542933</b>	Lisa Hansen Voice/Data/WAN Services	Telecom Spencer Blodgett	Dial Tone Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.24 0.56
<b>INC000000543066</b>	Nancy Telford Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000543067</b>	Brandon Barlow Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000543146</b>	Julia Warga Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000543166</b>	Chrysanne Newman Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000543167</b>	Kelly Brady Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Remedy Service Level Manager Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000543200</b>	Ashley LA MARCA Metro B Desktop Support	PC/Laptop Peter Musser	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.64 0.92
<b>INC000000543463</b>	MV Price Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000543624</b>	Beverly Beitel Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000543657</b>	Patrick Wong Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000543696</b>	Shane Maag Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000543720</b>	Richard Lewis Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000543737</b>	Gene Petrie Metro B Hosting	Storage Ken Bolkcom	Virtual Machine Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.38 0.85
<b>INC000000543753</b>	MV Cedar City Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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## Tax Commission

<b>INC000000543808</b>	Marc Johnson	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	High	Closed	TTR Missed: No	0.00
<b>INC000000543938</b>	MV Provo	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000544016</b>	Jared Ottesen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000544027</b>	Ralph Doyle	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000544032</b>	Miria Dingess	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000544038</b>	Rupinder Singh	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000544039</b>	MV Logan	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000544073</b>	Bea Tu	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000544076</b>	Ruth Victor	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000544097</b>	Brady Newswander	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000544115</b>	Chrysanne Newman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000544133</b>	Steffani Pace	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000544137</b>	Karen Yakovich	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000544177</b>	Steffani Pace	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000544203</b>	Marisa Manwaring	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000544265</b>	Ashley LaMarca	Telecom	Call/Receive	Telephone		TIR Missed: No	0.07
	Voice Operations	Gail Christiansen	Tax Commission	Low	Closed	TTR Missed: No	0.19
<b>INC000000544514</b>	Francine Corbridge	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	1.22

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## Tax Commission

<b>INC000000544554</b>	Dianna Wright Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000544556</b>	Karen Yakovich Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000544580</b>	Dan Engh Voice Operations	Telecom Romanza Hamblin Sorensen	None Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.21 0.74
<b>INC000000544595</b>	Effie Barreto Metro B Desktop Support	PC/Laptop Sean Chadbourne	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.26 0.64
<b>INC000000544622</b>	Sonya Pullan Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000544685</b>	Christine H Barber Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000544878</b>	James H Shaeffer Metro B Desktop Support	Print/Copy/Scan/Fax Sami Casey	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.09 3.28
<b>INC000000544883</b>	Monte Roberts Voice/Data/WAN Services	Telecom T Artis	Call/Receive Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.34 2.12
<b>INC000000545047</b>	Francine Corbridge Metro B Help Desk	PC/Laptop Torri Randa	Password Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000545069</b>	Julia Warga Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000545101</b>	Robin King Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Adobe Reader Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000545116</b>	Lara Capes Metro B Desktop Support	Print/Copy/Scan/Fax Sean Chadbourne	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.46 0.46
<b>INC000000545167</b>	Brian Brand Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000545178</b>	Ryan Brown Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000545259</b>	Earl Thomas Metro B Desktop Support	PC/Laptop Anthony Booyse	Error Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.88
<b>INC000000545261</b>	Pam Bennett Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000545270</b>	MV Panguitch Network Operations	Network Michael Ostrander	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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## Tax Commission

<b>INC000000545278</b>	Virpal Kaur Sidhu	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000545280</b>	Brent Barney	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000545306</b>	Debra Frazier	Application	Reporting	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000545316</b>	Laura Atwood	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.64
	Metro B Desktop Support	Sami Casey	Tax Commission	Low Closed	TTR Missed: No	1.35
<b>INC000000545369</b>	LaDawn Hamp	PC/Laptop	Error	Novell Messenger	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000545373</b>	David Montgomery	PC/Laptop	Error	None	TIR Missed: No	0.16
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.16
<b>INC000000545386</b>	MV Salt Lake City	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000545391</b>	Scott Stevens	PC/Laptop	Performance	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000545411</b>	Scott Stevens	PC/Laptop	Performance	None	TIR Missed: No	0.10
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low Closed	TTR Missed: No	2.57
<b>INC000000545428</b>	Brett Hancock	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000545494</b>	Lisa Manning	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000545606</b>	Dennis Ritz	Mobile Devices	Error	Ipads	TIR Missed: No	0.08
	Application Services	Dustin Crump	Tax Commission	Low Closed	TTR Missed: No	0.23
<b>INC000000545618</b>	Brent Barney	PC/Laptop	Performance	Novell Messenger	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000545710</b>	Brett Wilding	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000545815</b>	Tina Wright	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000545826</b>	Brent Burningham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000545861</b>	Pamela Raia	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000545869</b>	Norman Bernardo	PC/Laptop	Performance	None		TIR Missed: No	0.07
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Closed	TTR Missed: No	0.65
<b>INC000000545879</b>	Ann Dillenbeck	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000545882</b>	Roger Barth	Network	Performance	None		TIR Missed: No	0.69
	Metro B Hosting	Paul Engberson	Tax Commission	Low	Closed	TTR Missed: No	0.69
<b>INC000000545910</b>	Christine Robinson	Server	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000546045</b>	Pam Bennett	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000546046</b>	Cindy M Clark	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000546049</b>	Dianna Wright	PC/Laptop	Error	None		TIR Missed: No	0.61
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.62
<b>INC000000546056</b>	Brooke DiFrancesco	Server	Performance	None		TIR Missed: No	0.00
	Metro B Hosting	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	2.32
<b>INC000000546059</b>	Pamala Jorgensen	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000546094</b>	Jeffrey Bawden	Telecom	Hardware	None		TIR Missed: No	0.76
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	2.30
<b>INC000000546187</b>	Holly Ward	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000546261</b>	Inez Thomas	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000546294</b>	Rupinder Singh	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000546303</b>	Pam Bennett	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.02
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.02
<b>INC000000546396</b>	Joseph Caldiero	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000546404</b>	Francine Corbridge	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000546474</b>	Brady Newswander	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00



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## Tax Commission

<b>INC000000546508</b>	Brent Burningham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000546532</b>	Shelley Robinson	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000546611</b>	MV Motor Carriers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000546615</b>	Katie Clayton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000546646</b>	Sharon Smith	PC/Laptop	Virus	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000546752</b>	Connie Bean	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	2.15
<b>INC000000546776</b>	Debra Ross	PC/Laptop	Error	None	TIR Missed: No	0.02
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	2.54
<b>INC000000546805</b>	Jason Bernards	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000546812</b>	Sonya Pullan	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.13
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	0.13
<b>INC000000546813</b>	Gary Peart	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.09
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	1.57
<b>INC000000546819</b>	Kim Jones	PC/Laptop	Error	None	TIR Missed: No	0.14
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.14
<b>INC000000546827</b>	Dylan Jacobs	PC/Laptop	Hardware	Microsoft Windows XP Professio	TIR Missed: No	0.27
	Rural North Desktop Support	Ruston McKay	Tax Commission	Low Closed	TTR Missed: No	0.27
<b>INC000000546845</b>	Jackie Curtis	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.08
	Metro B Desktop Support	Peter Musser	Tax Commission	Low Closed	TTR Missed: No	1.60
<b>INC000000546862</b>	Scott F Richards	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.13
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	0.24
<b>INC000000546883</b>	Karen Moody	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000546890</b>	Shane Burton	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.09
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.09
<b>INC000000546900</b>	Shannon Sirles	Telecom	Voice Mail	None	TIR Missed: No	0.11
	Voice Operations	Julie Sabato	Tax Commission	Low Closed	TTR Missed: No	0.11

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<b>INC000000546901</b>	Kimm Lacy	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.17
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low Closed	TTR Missed: No	0.18
<b>INC000000546949</b>	Emily Butler	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000546968</b>	Nancy Zullo	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000546969</b>	Stephanie Vert	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000547015</b>	Steven Shepherd	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000547044</b>	Elizabeth Benadik	Telecom	Coverage Path	Telephone	TIR Missed: No	0.56
	Voice Operations	Leon Owen	Tax Commission	Low Closed	TTR Missed: No	0.56
<b>INC000000547097</b>	Curtis Stoddard	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	4.50
<b>INC000000547105</b>	Emily Butler	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000547111</b>	Nancy Zullo	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000547160</b>	Cynthia Williams	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000547240</b>	Jennifer Stanger	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000547288</b>	Dean Drew	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000547398</b>	Emily Butler	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000547419</b>	Emily Butler	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.38
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	1.13
<b>INC000000547595</b>	MV Citrix	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000547650</b>	Michael Larsen	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000547724</b>	Emily Butler	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.05

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<b>INC000000547733</b>	Doug Smith	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000547747</b>	Andre Baksh	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000547788</b>	Julia Warga	PC/Laptop	Performance	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000547903</b>	Nery Coleman	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000548053</b>	Lynette Goodman	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000548143</b>	Ray Paulsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000548145</b>	Francine Corbridge	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000548152</b>	Aaron Nichols	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000548154</b>	Ray Paulsen	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000548190</b>	John Moody	Application	Error	Microsoft Windows 7		TIR Missed: No	0.03
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.11
<b>INC000000548192</b>	Nery Coleman	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000548204</b>	Lia Eckhardt	PC/Laptop	Hardware	None		TIR Missed: No	0.03
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.27
<b>INC000000548252</b>	Susan Hoggan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000548264</b>	Ruth Ann Jefferies	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000548321</b>	Ray Paulsen	Application	Error	PGP		TIR Missed: No	0.26
	Enterprise Security	Garry Gregson	Tax Commission	Low	Closed	TTR Missed: No	0.42
<b>INC000000548385</b>	MV South Valley	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.15
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.15
<b>INC000000548402</b>	Kimberly Barber	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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<b>INC000000548411</b>	Ray Paulsen	Telecom	Hardware	Telephone		TIR Missed: No	0.11
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Closed	TTR Missed: No	0.23
<b>INC000000548607</b>	MV Fillmore	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000548626</b>	John Moody	Application	Error	Microsoft Windows 7		TIR Missed: No	0.38
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	0.38
<b>INC000000548651</b>	Stan Allen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.38
	Enterprise Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	0.38
<b>INC000000548706</b>	Susan Gillies	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000548728</b>	Vera Bullock	Application	Error	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000548739</b>	Melinda Middleton	Application	Error	None		TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.27
<b>INC000000548811</b>	Lynda Wood	None	None	None		TIR Missed: No	0.25
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Closed	TTR Missed: No	0.47
<b>INC000000548812</b>	Lonnie Holt	Application	Password	None		TIR Missed: No	0.00
	Enterprise Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	0.67
<b>INC000000548848</b>	Julie Hird	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000548854</b>	Felicia Sandoval	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000548861</b>	Brooke DiFrancesco	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Medium	Closed	TTR Missed: No	1.34
<b>INC000000548876</b>	Leslee Katayama	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000548890</b>	Dee Talbot	Application	Error	Ipads		TIR Missed: No	0.09
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	1.01
<b>INC000000548912</b>	Rebecca Powell	PC/Laptop	Hardware	None		TIR Missed: No	0.16
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Closed	TTR Missed: No	0.59
<b>INC000000548930</b>	Rebecca Powell	Telecom	None	Telephone		TIR Missed: No	0.54
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Resolved	TTR Missed: No	2.33
<b>INC000000548933</b>	Amber Lowder	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000548960</b>	Sandra Herbert	Application	Error	Adobe Flash		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000549034</b>	Aaron Nichols	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000549044</b>	Charlie Roberts	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000549047</b>	Dean Drew	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000549081</b>	Michael Paletta	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000549085</b>	Michael Paletta	Application	Error	Microsoft Windows 7		TIR Missed: No	0.10
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	1.49
<b>INC000000549352</b>	Katie Clayton	Application	Password	Utah Master Directory		TIR Missed: No	0.14
	Help Desk	Brenda Treadway	Tax Commission	Low	Closed	TTR Missed: No	0.18
<b>INC000000549405</b>	Jan Duggar	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000549411</b>	Pat Sorensen	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000549452</b>	Lia Eckhardt	Telecom	None	Telephone		TIR Missed: No	0.20
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Resolved	TTR Missed: No	0.38
<b>INC000000549468</b>	Adam Smith	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000549541</b>	Melinda Middleton	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000549589</b>	Rupinder Singh	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000549604</b>	Inez Thomas	Application	Error	Microsoft Windows 7		TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.13
<b>INC000000549610</b>	Lisa Manning	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000549612</b>	Inez Thomas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000549642</b>	Ryan Pollard	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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<b>INC000000549741</b>	John Manning	Application	Error	None		TIR Missed: No	0.29
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.51
<b>INC000000549759</b>	Janie Memales	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000549785</b>	Jim Thompson	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.64
<b>INC000000549791</b>	Jacob Strong	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.50
<b>INC000000549793</b>	John Miner	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	1.29
<b>INC000000549801</b>	Scott Mann	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000549807</b>	Scott Mann	Telecom	Voice Mail	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Resolved	TTR Missed: No	0.13
<b>INC000000549829</b>	Leslee Katayama	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000549846</b>	Joseph Caldiero	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000549866</b>	Becky McKenzie	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000549913</b>	Lia Eckhardt	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000549994</b>	Mary Ann Burtch	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000550097</b>	Matthew Duke	Telecom	Call/Receive	Telephone		TIR Missed: No	0.48
	Voice Operations	Kelly Johnson	Tax Commission	Low	Resolved	TTR Missed: No	0.60
<b>INC000000550142</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000550532</b>	Devin Anderson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000550579</b>	Jane Phan	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000550687</b>	Fo'ou Vehikite	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000550694</b>	Fo'ou Vehikite Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000550723</b>	Michelle Riggs Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000550798</b>	Julio Aranda Metro B Desktop Support	PC/Laptop Stephanie Young	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.16 0.69
<b>INC000000550837</b>	Laura Mason Voice/Data/WAN Services	Telecom Mike Johnson	Dial Tone Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.26 0.84
<b>INC000000550880</b>	Cindy M Clark Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000550920</b>	Jeff Christensen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000551027</b>	Said Hernandez Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000551042</b>	Jane Wiseman Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000551048</b>	Monika Wheaton Voice/Data/WAN Services	Telecom Mike Johnson	Dial Tone Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.12 0.39
<b>INC000000551051</b>	Angela Simmons Voice/Data/WAN Services	Telecom Mike Johnson	CrossTalk/Noise/Static Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.06 0.59
<b>INC000000551083</b>	Jackie Curtis Voice/Data/WAN Services	Telecom Mike Johnson	Dial Tone Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.11
<b>INC000000551127</b>	Lorna Hawks Metro B Desktop Support	Print/Copy/Scan/Fax Tyler Pearce	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.36 0.36
<b>INC000000551132</b>	Caralyn Streed Voice/Data/WAN Services	Telecom Mike Johnson	None Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.55 0.88
<b>INC000000551163</b>	Vera Bullock Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Acrobat Reader Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000551194</b>	June Hesleph Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000551211</b>	Brady Newswander Voice/Data/WAN Services	Telecom T Artis	Dial Tone Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.16 0.27
<b>INC000000551214</b>	Dennis Morrison Metro B Help Desk	Application Gavin Barney	Error Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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<b>INC000000551216</b>	Matthew Lund	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000551228</b>	Kyle Boyer	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000551280</b>	Panduranga Singeetham	Network	Incident	None	TIR Missed: No	0.63
	Metro B Hosting	Justin Rasmussen	Tax Commission	Low Resolved	TTR Missed: No	0.63
<b>INC000000551311</b>	Rachel Maldonado	Application	Error	Novell GroupWise	TIR Missed: No	0.08
	Application Services	Martin Gonzalez	Tax Commission	Low Resolved	TTR Missed: No	0.14
<b>INC000000551327</b>	Kerry Chapman	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000551372</b>	Curtis Stoddard	PC/Laptop	Hardware	None	TIR Missed: No	0.10
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low Resolved	TTR Missed: No	0.10
<b>INC000000551375</b>	Rod Boogaard	Application	Error	Microsoft Word	TIR Missed: No	0.15
	Metro B Hosting	Cuyler Steiner	Tax Commission	Low Resolved	TTR Missed: No	0.15
<b>INC000000551379</b>	Carolyn Leeper	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000551554</b>	Holly Ward	Application	Error	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000551558</b>	Tam Le	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000551561</b>	Mikol Christensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000551583</b>	Laurie Lefevre	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000551605</b>	Jane Wiseman	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000551641</b>	Kristi Carter	Telecom	Call Management	Telephone	TIR Missed: No	0.48
	Voice Operations	Leon Owen	Tax Commission	Low Resolved	TTR Missed: No	1.91
<b>INC000000551647</b>	Jeff Carter	PC/Laptop	Hardware	None	TIR Missed: No	0.14
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	0.14
<b>INC000000551652</b>	Sammy Batarseh	Telecom	Dial Tone	Telephone	TIR Missed: No	0.25
	Voice/Data/WAN Services	T Artis	Tax Commission	Low Resolved	TTR Missed: No	1.76
<b>INC000000551658</b>	Sammy Batarseh	Telecom	Hardware	Telephone	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00



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## Tax Commission

<b>INC000000551674</b>	Chrysanne Newman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000551691</b>	Bobbie Gavros	Telecom	Dial Tone	Telephone	TIR Missed: Yes	1.18
	Voice/Data/WAN Services	Craig Thompson	Tax Commission	Low Resolved	TTR Missed: No	1.18
<b>INC000000551751</b>	Gene Petrie	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000551780</b>	Jeff Carter	Application	Error	Adobe Reader	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000551807</b>	Dustin Turner	Application	Error	Adobe Flash	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000551831</b>	Gerald Osborne	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000551850</b>	Curtis Stoddard	None	None	None	TIR Missed: No	0.00
	Enterprise Security	Austin Farey	Tax Commission	Low Resolved	TTR Missed: No	3.96
<b>INC000000552030</b>	MV Moab	Network	Incident	None	TIR Missed: No	0.18
	Network Operations	Robert Ryan	Tax Commission	Low Resolved	TTR Missed: No	0.18
<b>INC000000552032</b>	Alex Seegmiller	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000552159</b>	Tyler McIntosh	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000552160</b>	Gloria Spriggs	Telecom	Voice Mail	None	TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Tax Commission	Low Resolved	TTR Missed: No	0.55
<b>INC000000552170</b>	Tyler McIntosh	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Enterprise Security	Sharon Smith	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000552171</b>	Lynda Wood	Telecom	Voice Mail	None	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Tax Commission	Low Resolved	TTR Missed: No	
<b>INC000000552174</b>	Donald Conger	Telecom	Voice Mail	Telephone	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000552230</b>	Scott Stevens	Telecom	Voice Mail	Telephone	TIR Missed: No	0.47
	Voice Operations	Julie Sabato	Tax Commission	Low Resolved	TTR Missed: No	0.47
<b>INC000000552231</b>	Dianna Wright	Telecom	Voice Mail	Telephone	TIR Missed: No	0.47
	Voice Operations	Julie Sabato	Tax Commission	Low Resolved	TTR Missed: No	0.47
<b>INC000000552238</b>	Lia Eckhardt	Telecom	Voice Mail	Telephone	TIR Missed: No	0.48
	Voice Operations	Julie Sabato	Tax Commission	Low Resolved	TTR Missed: No	0.48

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<b>INC000000552239</b>	Laura Wickham	Telecom	Dial Tone	Telephone		TIR Missed: No	0.66
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Resolved	TTR Missed: No	0.67
<b>INC000000552264</b>	MV Moab	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552268</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552274</b>	Daniel Rich	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552276</b>	Christa Johnson	Telecom	Voice Mail	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552279</b>	Dana Johnson	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552309</b>	Sandra Herbert	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552312</b>	MV Heber	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552328</b>	Elaine Valdez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552356</b>	Duane Kuehl	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552395</b>	Vera Bullock	Telecom	Call Management	Telephone		TIR Missed: Yes	1.15
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Resolved	TTR Missed: No	1.24
<b>INC000000552408</b>	Alex Seegmiller	Application	Error	Acrobat Reader		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552432</b>	Norman Bernardo	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552436</b>	Naomi Pace	Application	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552440</b>	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552445</b>	Lia Eckhardt	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552463</b>	Alex Seegmiller	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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<b>INC000000552474</b>	Cindy Morrison	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552492</b>	Cappi Stamper	Telecom	Dial Tone	Telephone		TIR Missed: No	0.22
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Resolved	TTR Missed: No	0.54
<b>INC000000552564</b>	Caralyn Streed	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.01
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.01
<b>INC000000552670</b>	MV Logan	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552681</b>	MV Loa	Network	Performance	None		TIR Missed: No	0.24
	Network Operations	Jeff Reed	Tax Commission	Low	Resolved	TTR Missed: No	0.24
<b>INC000000552742</b>	Marcus Prawitt	Telecom	Dial Tone	Telephone		TIR Missed: No	0.19
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Resolved	TTR Missed: No	0.20
<b>INC000000552746</b>	Jason Bernards	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552774</b>	Nikki Black	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552890</b>	Alisha Jerauld	Telecom	Dial Tone	None		TIR Missed: No	0.00
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552923</b>	Aimee Turbin	Application	Error	Action Request System		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552931</b>	Brenda Patterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552933</b>	Jackie Curtis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552937</b>	Jim McNair	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552940</b>	Cindy M Clark	PC/Laptop	Performance	Microsoft Windows 7		TIR Missed: No	0.12
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.12
<b>INC000000552952</b>	Rupinder Singh	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552971</b>	Jenny Johnson	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.15
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	2.28
<b>INC000000552983</b>	Travis Harvey	Telecom	Dial Tone	Telephone		TIR Missed: No	0.13
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Resolved	TTR Missed: No	0.18

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<b>INC000000552989</b>	Julie Halvorson	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553036</b>	Brenda Patterson	Telecom	Call/Receive	None		TIR Missed: No	0.07
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Resolved	TTR Missed: No	0.08
<b>INC000000553062</b>	James Wolfe	Telecom	Dial Tone	Telephone		TIR Missed: No	0.30
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Resolved	TTR Missed: No	0.30
<b>INC000000553142</b>	Shelley Eastmond	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553143</b>	Julia Warga	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553165</b>	MV Park City	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553166</b>	Deon Loynd	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553172</b>	Kelly Brady	Telecom	Call/Receive	Telephone		TIR Missed: No	0.40
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Resolved	TTR Missed: No	0.53
<b>INC000000553180</b>	Jean Thiriot	PC/Laptop	Performance	None		TIR Missed: Yes	2.03
	Rural Central Desktop Support	Todd Hardy	Tax Commission	Low	Resolved	TTR Missed: No	2.03
<b>INC000000553198</b>	MV Park City	Network	Performance	None		TIR Missed: No	0.05
	Network Operations	Jeff Reed	Tax Commission	Low	Resolved	TTR Missed: No	0.18
<b>INC000000553308</b>	Katie Clayton	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Resolved	TTR Missed: No	0.58
<b>INC000000553310</b>	Meckin Bless	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553317</b>	Vickie Gritzmacher	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553329</b>	Shelley Eastmond	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553379</b>	MV Salt Lake City	Network	Performance	None		TIR Missed: Yes	1.32
	Network Operations	Michael Ostrander	Tax Commission	Low	Resolved	TTR Missed: No	1.32
<b>INC000000553521</b>	Susan Waters	Application	Error	Adobe Flash		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553528</b>	Alex Seegmiller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

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<b>INC000000553532</b>	Brian L Stone	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000553559</b>	Sonya Pullan	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000553563</b>	Victoria Youtsey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000553601</b>	MV Provo	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000553633</b>	Duane Kuehl	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000553635</b>	Joseph Bradbury	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000553678</b>	Colleen Conover	Application	Error	Microsoft Office	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000553720</b>	MV St George	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000553733</b>	Hossein Zaryoun	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000553735</b>	Robert Patterson	Telecom	Dial Tone	Telephone	TIR Missed: No	0.27
	Voice/Data/WAN Services	T Artis	Tax Commission	Low Resolved	TTR Missed: No	1.18
<b>INC000000553743</b>	MV Provo	Print/Copy/Scan/Fax	Incident	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000553857</b>	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554092</b>	Gene Petrie	None	None	None	TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554138</b>	Dennis Mitchell	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554141</b>	Joseph Caldiero	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554166</b>	Sonya Pullan	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554183</b>	Scott Mann	Telecom	Hardware	Telephone	TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Resolved	TTR Missed: No	0.75

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## Tax Commission

<b>INC000000554191</b>	Kevin Park	PC/Laptop	Error	Novell Messenger	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554193</b>	Cappi Stamper	Telecom	Dial Tone	Telephone	TIR Missed: No	0.05
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low Resolved	TTR Missed: No	0.72
<b>INC000000554197</b>	Elizabeth Benadik	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554208</b>	Stephen Anderson	Telecom	Hardware	Telephone	TIR Missed: No	0.46
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low Resolved	TTR Missed: No	0.76
<b>INC000000554264</b>	Larry Hatch	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554287</b>	Doral Vance	Telecom	Feature	Telephone	TIR Missed: No	0.22
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Resolved	TTR Missed: No	0.90
<b>INC000000554308</b>	Janet S Taylor	PC/Laptop	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554338</b>	Melanie Palmer	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554560</b>	Sean Faurschou	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554564</b>	Laurel Pate	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554568</b>	Michele Espina	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554586</b>	Sean Faurschou	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554602</b>	Jeannie Warren	PC/Laptop	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554603</b>	Stephen Anderson	Telecom	Voice Mail	Telephone	TIR Missed: No	0.15
	Voice Operations	Kelly Johnson	Tax Commission	Low Resolved	TTR Missed: No	0.25
<b>INC000000554609</b>	Shelley Robinson	Application	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554610</b>	Nancy Telford	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554617</b>	Lance Lamb	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000554643</b>	Amanda Norton	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554654</b>	Laurel Pate	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554685</b>	Julia Warga	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554731</b>	Colleen Conover	Application	Error	Adobe Flash	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554792</b>	Stephen Anderson	Telecom	Call/Receive	Telephone	TIR Missed: No	0.63
	Voice Operations	Kelly Johnson	Tax Commission	Low Resolved	TTR Missed: No	0.63
<b>INC000000554806</b>	Julie Halvorson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554809</b>	Lia Eckhardt	Telecom	Dial Tone	Telephone	TIR Missed: No	0.46
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low Resolved	TTR Missed: No	0.46
<b>INC000000554901</b>	Lia Eckhardt	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Desktop Support	Sami Casey	Tax Commission	Low Resolved	TTR Missed: No	1.38
<b>INC000000554914</b>	Gaylin Ford	Telecom	Voice Mail	Telephone	TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554939</b>	Steven Carlow	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554942</b>	Stephanie Vert	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554975</b>	David Montgomery	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554983</b>	Cindy M Clark	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000554994</b>	Brett Lemmon	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000555000</b>	Stacey Hammond	Application	Error	Adobe Flash	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000555018</b>	Brett Lemmon	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000555022</b>	June Hesleph	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

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## Tax Commission

<b>INC000000555028</b>	Shelley Eastmond Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000555029</b>	Christena Ohrn Voice/Data/WAN Services	Telecom Mark Thomas	None Tax Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.08 1.06
<b>INC000000555034</b>	Sharon Smith Metro B Desktop Support	Print/Copy/Scan/Fax Jay Locker	Error Code Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.10 2.90
<b>INC000000555037</b>	Ann Dillenbeck Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000555057</b>	Craig Sandberg Application Services	PC/Laptop Martin Gonzalez	Performance Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.68 1.20
<b>INC000000555058</b>	Francine Corbridge Metro B Desktop Support	PC/Laptop Tyler Pearce	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.12 0.14
<b>INC000000555128</b>	Judy Kenny Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.06 0.06
<b>INC000000555137</b>	Sharleen Burningham Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000555146</b>	MV Kanab Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000555148</b>	MV Kanab Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.01
<b>INC000000555161</b>	Judy Kenny Metro B Desktop Support	Application Jay Locker	Password Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.33 2.79
<b>INC000000555225</b>	Ann Dillenbeck Metro B Help Desk	Application Gavin Barney	Password Tax Commission	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000555292</b>	Ann Dillenbeck Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000555307</b>	Karen Lingard Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000555457</b>	Stacey Hammond Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000555459</b>	Kristine Beckstrom Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00